

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:2510
ANSWERED ON:17.03.2008
POOR TELECOM SERVICE
Reddy Shri Karunakara G.

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether there is a rapid deterioration in service quality in telecom sector over the past few months;
- (b) if so, the reasons for the same; and
- (c) the steps taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (b) As per Performance Monitoring Report (PMR) of Basic & Cellular Mobile Telephone Service and Point of Interconnection (POI) Congestion Reports for the quarter ending September 2007 and December 2007 submitted by the telecom service providers to Telecom Regulatory Authority of India (TRAI), there is no rapid deterioration in service quality in telecom sector over the past few months.

(c) The following steps are taken to ensure quality of telecom service:

- i. TRAI had issued a Quality of Service (QoS) Regulation in July, 2000 and subsequently modified in July, 2005 so as to benchmark the various QoS parameters including POI congestion for Basic and Cellular Mobile services.
- ii. The performance of Basic & Cellular Mobile Telephone Services through quarterly Performance Monitoring Reports (PMRs) and monthly congestion reports are monitored.
- iii. An objective assessment of the Quality of Service of Basic and Cellular Mobile Services through an independent agency is undertaken. The results of these audit and survey are widely published for public/stakeholders knowledge.
- iv. TRAI follows up with the service providers for addressing deficiencies in meeting the QOS benchmarks in various meetings held with the service providers.